

PATENT APPLICATION
Attorney Docket No. A2038-US-NP
Examining Group 3627

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office, Fax No. 703-872-9306 on April 11, 2005.

Kathleen Schirtz April 11, 2005
Kathleen Schirtz Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: Vincent Vaccarelli et al.)	Confirmation No.: 4221
)	
Appl. No.: 10/083,263)	Art Unit: 3627
)	
Filed: February 25, 2002)	Examiner: Kramer, James A.

For: CUSTOMER SATISFACTION SYSTEM AND METHOD

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 CFR 1.111

Sir:

In response to the non-final Office Action mailed January 11, 2005, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 5 of this paper.